

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Monthly briefing

Information correct as of 19 March 2026

Note new Adult Social Care telephone number

In our last edition we shared new contact details for the Adult Social Care Area Teams. Please note a change to the telephone number for the **East 2 Team: 01372 832860**.

Please update your records. We apologise for any inconvenience this may have caused.

Support for carers in Surrey

Carers make a vital contribution to helping people live safely and well at home, and a wide range of support is available across Surrey to help them look after themselves as well as the person they care for. Carers are encouraged to let their GP know about their caring role and to register with Action for Carers Surrey, which provides information, training, events, one-to-one support and signposting to other organisations which can help.

Carers may also be able to access a one-off £300 wellbeing break payment to help them take a short break. For longer-term support, carers can request a carer's assessment, which looks at their needs and what ongoing support may be appropriate.

Planning for emergencies is another key area. Carers can create their own back-up plan or use tools such as the Jointly app, which is free for Surrey carers (access code EFC1460). Surrey has created a free ID card for carers, which includes the carer's emergency contacts.

Action for Carers Surrey can provide these cards at a Carer Hub, and carers who are unable to attend a hub can ask for a card to be sent to them. Carers can also consider a carer's assessment. This includes support with emergency planning, particularly where a carer does not have an emergency contact or would like help creating a back-up plan.

A range of in-person, phone and online support is available in Surrey, including drop-in sessions run by Action for Carers Surrey at their 15 Carer Hubs, the Connect to Support Surrey online directory, benefits guidance from Citizens Advice, and digital support through Mobilise.

For further information about the support available for carers in Surrey, including emergency planning support, please visit www.surreycc.gov.uk/helpforcarers

Professionals are encouraged to signpost carers to the range of support available.

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



New Healthy Surrey Cancer Information Hub launched

A new resource focusing on cancer has launched on the [Healthy Surrey](#) website, providing residents and healthcare professionals with clear, accessible and evidence-based information. The new section will bring together trusted resources from partner organisations, making it easier for people across Surrey to find reliable guidance and support.

The web pages have been co-designed to help people navigate every stage of the cancer pathway - from prevention and early diagnosis to treatment, living beyond cancer, and end-of-life care.

For more information, please visit: [Surrey Heartlands article on their new Cancer Information Hub](#)

New Civil Society Council launches

Leading voices from across the voluntary, community and social enterprise sector have been appointed to the new Civil Society Council, established by the Prime Minister to bring civil society into the heart of government decision-making.

The Council will drive a new approach to partnership with civil society, overseeing implementation of the [Civil Society Covenant](#) at national and local level, and builds on last summer's Civil Society Summit and the launch of the Office for the Impact Economy.

The Civil Society Council will provide a central forum to address issues that cut across government, including social cohesion and public service commissioning, and to identify opportunities for civil society to play a greater role in the design and delivery of policies and services.

The Council will be chaired by Kate Lee OBE, Chief Executive of the National Council for Voluntary Organisations (NCVO), and will bring together senior leaders from charities, social enterprises, philanthropy, faith and community organisations, and the youth sector. It will meet quarterly in Downing Street and be supported by a dedicated team in No10, maximising the opportunities for civil society to contribute across government.

Have you completed the ASC e-learning on information and advice resources about care, support, health and wellbeing?

The Adult Social Care e-learning course "Information and advice resources about care, support, health and wellbeing" is part of the county council's commitment to improving information and advice in health, social care and community settings.

Briefing for local stakeholders with an interest in social care, health and communities



Adults, Wellbeing and Health Partnerships
Information and Engagement Team

It aims to help you as a professional understand and navigate what online information and support is available so you can support local residents quickly and efficiently across a variety of areas of interest. This is especially important at key points in someone's care pathway when a resident is seeking information or how to access support. The course includes three animated videos using different people scenarios, which explain a strengths-based approach to information and advice provision.

Feedback to date from external professionals has been extremely with 96% finding the course useful or very useful.

You can access the course on [Surrey Skills Academy](#).

If you have any comments or queries, please do not hesitate to contact:
asc.engagement@surreycc.gov.uk

World Tuberculosis (TB) Day – Raising Awareness in Health and Social Care

24 March 2026 marks World Tuberculosis Day, highlighting the importance of recognising TB in health and care settings. TB is a bacterial infection that mainly affects the lungs. It can be serious and spread to others if untreated, but it is curable and most people recover well with prompt antibiotic treatment.

Although TB cases remain low in Surrey, a small number occur each year. UK Health Security Agency (UKHAS) data shows an increase in TB cases linked to care settings across the South East since 2018, making early awareness and action vital.

TB symptoms to look out for include:

- a persistent cough lasting 3 weeks or more
- coughing up mucus or blood
- fever and night sweats
- unexplained weight loss
- loss of appetite
- extreme tiredness

Early recognition helps individuals receive treatment sooner and reduces the risk of TB spreading. If you suspect TB in a staff member or resident, act quickly by supporting them to contact their **GP or NHS 111**.

New stigma online resource available

Stigma can take the form of negative beliefs, attitudes, reactions that people have towards others about something, or about people with specific health issues, traits, behaviours, or circumstances. Not only is stigma hurtful, but it can also have a range of other adverse effects including being reluctant to or delaying seeking help, or treatment; negatively affecting physical

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



and mental health; withdrawing from friends, family, social contacts; making it harder to get, keep or return to a job.

The new [End Stigma Surrey](#) web page on the Healthy Surrey website is dedicated to raising awareness and helping to reduce the stigma through information, tools and resources including: accounts from people with lived experience, links to online training and resources, guides on non-stigmatising language and a directory of where and how to report or complain about stigma or discrimination people may have experienced.

Dementia clinics from Dementia UK

Admiral Nurses from [Dementia UK](#) offer support with getting a diagnosis, understanding symptoms, communication, planning future care, managing behaviour changes, and coping with grief or care transitions.

Free dementia support clinics will be held in Woking and Guildford in April taking place in private, accessible rooms inside Nationwide Building Society branches.

Nationwide have already held clinics in more than 250 branches and they are open to anyone living with dementia, worried about their memory, or caring for someone with dementia. People do not need to be Nationwide customers to access support.

The clinics will be held on:

- Tuesday 7 April 2026 at Nationwide, 5 Mercia Walk, Woking, GU21 6XS
- Wednesday 8 April and Thursday 9 April 2026 at Nationwide, 32/34 High Street, Guildford GU1 3EL

To book an appointment, please visit dementiauk.org/nationwide or speak to a Nationwide colleague.

For more information or to book an appointment please email nationwide.south@dementiauk.org or telephone the Admiral Nurse Dementia Helpline on 0800 888 6678.

New disability services awareness session

The Department for Work and Pensions (DWP) Disability Services Advocacy Team delivers awareness sessions for charities and organisations that provide free support to individuals on benefits such as Personal Independence Payments (PIP), Disability Living Allowance for Children, Industrial Injuries Disablement Benefit and Access to Work.

They have added a new session called 'Effects on PIP – Care homes, nursing homes and hospital stays', which explains how PIP may change when someone spends time away from

Briefing for local stakeholders with an interest in social care, health and communities



Adults, Wellbeing and Health Partnerships
Information and Engagement Team

home. They now also offer a follow-on Access to Work session, called 'Access to Work Post Award: Claiming from Your Grant', which helps people understand how to claim money back after their grant has been approved.

Register for these sessions taking place in May and delivered over Microsoft Teams via Eventbrite using the links below and password DWP2026:

- [Effects on PIP: Care homes, nursing homes and hospital stays](#)
- [Access to Work post award: Claiming from your grant](#)

For further information or if you have any questions, please contact disabilityservices.advocacyteam@dwp.gov.uk

First Community introduces new digital tools to improve patients' experience

First Community has introduced Accurx digital tools to improve communication, attendance and reduce administration across its [Outpatient Physiotherapy](#), [Integrated Clinical Assessment and Treatment](#) (ICATS) and [Pelvic Health services](#).

Text reminders sent before appointments have helped lower non-attendance. Physiotherapy patients receive a health questionnaire link by text, allowing clinicians to prepare earlier and work more efficiently.

Patients can also confirm appointments by text, reducing paper use and speeding up scheduling. Automated text messages enable them to collect patient feedback, increasing Friends and Family Test responses.

Free Event: Living well, supporting people with a Learning Disability as they age

Surrey and Borders Partnership NHS Foundation Trust is inviting carers, families, and professionals to a [free event](#) focused on helping people with learning disabilities live well as they grow older. Exploring how ageing affects people with learning disabilities and learn practical ways to support health, wellbeing, and independence.

The event will take place on Wednesday 22 April 2026, from 9.15am to 4.15pm at Normandy Village Hall.

The event is for carers, support workers, families, and anyone wanting to improve their knowledge and confidence in supporting older adults with learning disabilities.

To register for the event, please visit [Eventbrite](#), and if you have any questions about the event please contact freya.morris@sabp.nhs.uk

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Dementia awareness events being held by Surrey Downs Health & Care

Surrey Downs Health & Care is holding two free dementia awareness events to help people learn more about dementia and how to support those living with it. The aim of the event is to help people understand dementia better and learn how to help those living with it enjoy meaningful and supported lives in the community.

The events will take place at the following libraries from 11am to 1pm:

- Wednesday 15 April at Leatherhead Library
- Friday 22 May at Epsom Library

Visitors will be able to get advice and support from Health services, Adult Social Care, and local community groups. The sessions are informal and open to everyone, and people can drop in without registering.

Breaking Down Barriers workshop being held by Sight for Surrey

Sensory Services by [Sight for Surrey](#) is offering a workshop to help professionals learn how to support people who are Deaf, hard of hearing, blind, partially sighted or deafblind.

The workshop gives real-life examples of daily challenges and shows what support and technology is available in Surrey. It helps professionals understand how to promote inclusion so people can live more independently at home, work and in the community.

The programme includes sessions on sight loss, hearing loss, deafblind experiences, accessible technology and ways to remove barriers to inclusion. It also explains the work of Sensory Services by Sight for Surrey.

- **When:** Wednesday 15 April from 9.30am to 3.30pm
- **Where:** Sight for Surrey, Rentwood, School Lane, Fetcham KT22 9JX
- **Cost:** £30 per person

To register please visit [Eventbrite](#). A light lunch and refreshments are included.

Healthwatch Surrey Insight Bulletin published

The [Healthwatch Surrey March 2026 Insight Bulletin](#) has been published highlighting key theme's they have been hearing from local people, such as thanks and praise for hospital staff, going above and beyond, complaints, confusion and dissatisfaction, prescription issues and breakdowns in shared care, and maternity care and capacity issues impacting post-natal care.

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Reports published since their last bulletin include:

- [Sight on equity: Understanding the barriers faced by black and Asian minoritised communities when accessing sight tests - March 2026](#)
- [People's experiences of NHS Health Checks - February 2026](#)
- [Loved, liked, or left alone - NHS App and patient feedback - February 2026](#)

Opportunities to 'Have your say'

Healthwatch Surrey are interested in hearing from anyone about current or recent support received relating to weight management or any support people would like to receive.

The [weight management support survey](#) closes on 31 March 2026.

Livability – Preparing Young Adults for Work and Independence

Livability is a year-long programme, delivered by [LinkAble](#), for young adults aged 18 to 30 years with a learning disability or autism.

The programme starts on Monday 13 April, where participants will attend in small groups for 3 or 5 days a week, learning at LinkAble and in the community. Participants may progress to paid work, volunteering, supported internships or specialist training.

The programme builds:

- **Life skills:** travel, money management, first aid
- **Health & wellbeing:** gardening, fitness, anxiety support
- **Digital & financial skills:** safe online use, budgeting, scam awareness
- **Work experience:** placements, projects and volunteering

To find out more, [register your interest](#) or email info@linkable.org.uk.

Alcohol Health Champions training available

Voluntary Action South West Surrey has confirmed that the next Alcohol Health Champions (AHC) training day will take place at Silverbirch House Care Home in Worplesdon on Thursday 23 April.

This will be the final AHC Training Day in the current 12-month pilot, meaning it is the last chance to attend the free training.

The session will run from 9.30am to 4.30pm, and tea, coffee and a sandwich platter lunch will be provided.

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



For further information or to book your place (along with any dietary requirements), please email h.holness@vasws.org.uk

Easy Read Stop Smoking leaflet available

One You Surrey has produced a new Easy Read Stop Smoking leaflet, specially designed to support adults with learning disabilities who smoke. This clear and accessible resource uses simple language and visual aids to help people understand the benefits of stopping smoking and ways to quit smoking, including signposting to the free support available by One You Surrey.

This resource is for any staff or volunteers who work with residents who may smoke and who want to make stop-smoking support more inclusive, understandable, and achievable for everyone.

To order copies of the Easy Read Stop Smoking leaflet to support conversations about quitting smoking please complete the [marketing materials request form](#).

Stop Smoking survey live

[Luminus](#) want people to share their thoughts about smoking and free stop smoking support available in Surrey. They are asking people to fill in a short online [survey](#) which closes on 1 August 2026.

For more information, please contact telephone 01483 301448 or email info@luminus-cic.uk.

Help shape the future of sleep support

The Public Health team would like to learn about residents' experiences with sleep, including sleeping patterns and ways of managing sleep difficulties. The [Surrey Sleep Survey](#) should take about 10 to 15 minutes to complete and results will be used to inform public health policies and programmes that reflect the sleep needs of Surrey residents.

The survey is also available in easy read, large print or screen reader accessible formats. If you would like a hard copy of any of these formats, please email public.health@surreycc.gov.uk.

This survey will close on Monday 13 April, respondents can enter to win one of three £10 Love2Shop vouchers. Please share with your staff, volunteers and those you support.

Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Free training sessions in Reigate and Banstead and Tandridge libraries

Libraries across Reigate and Banstead, and Tandridge are offering free courses to help people improve their physical and financial wellbeing. Booking is essential through the Eventbrite links below:

Physical Wellbeing

- Horley: [Wednesday 25 March from 10am to 12noon](#)
- Merstham: [Wednesday 25 March from 2pm to 4pm](#)

Financial Wellbeing

- Oxted: [Friday 27 March from 10am to 12noon](#)

Repair Shed and Café holding a Spring Clean event

The Repair Shed & Café is holding a Spring Clean event on Sunday 29 March at Hurst Green Community Centre from 12.00pm to 3.00pm. People can bring broken household or leisure items to be repaired instead of thrown away.

There will be a café, chances to learn and share skills, and support for reducing waste. Repair stations will offer electrical testing, small appliance fixes, clothing repairs, garden tool sharpening, toy and hobby repairs, bike tune-ups, and basic tech help.

Attendees are asked to help with preparation by emailing repairshedandcafe@gmail.com to let them know what they will be bringing to repair.

New Clearer Care health literacy programme launched

A new Health Literacy support programme Clearer Care, delivered in partnership with [Luminus](#) and [Surrey Heartlands Health and Care Partnership](#), is designed to help Surrey-based organisations make health communication, information, and services more accessible and inclusive for local communities.

For further information or to register your interest, please visit [Community Foundation for Surrey](#).

Submitting an article for the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like us to include an article on behalf of your organisation in the next edition, please email: asc.engagement@surreycc.gov.uk

Briefing for local stakeholders with an interest in social care, health and communities



Adults, Wellbeing and Health Partnerships
Information and Engagement Team

Please note that we are unable to include attachments when we circulate the briefing, so please ensure that any documents that you wish to reference are uploaded to your own organisation's website or a partner website.

You can unsubscribe from the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing by contacting us at: asc.engagement@surreycc.gov.uk

Sharing the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like to share the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing with other professionals, the latest edition is available from: www.surreycc.gov.uk/adultsbriefing